



## Integrated crisis services

Our range of clinical and non-clinical services gives people the urgent support they need



[everyturn.org](https://everyturn.org)

**Our integrated crisis services work with a person's whole life - not just their mental health challenges.**

We understand the complex needs of people struggling with their mental health. We know that someone's unmet social and practical needs are often largely responsible for deterioration in their mental health.

We work in close partnership with NHS crisis teams to get people the urgent help they need. This relieves pressure on clinical teams, addressing the practical issues causing the crisis, and giving people the tools they need to manage in the future.

### Service benefits



- Reduces pressure on NHS crisis teams, A&E, and police.
- Improves outcomes for people in crisis.
- Addresses social and practical causes of mental health crisis.
- Gives people the skills to manage their mental health.
- Connects people to support in their communities.
- Powered by our team's lived experience of mental ill-health.



Scan for more information





## Our services: working with complexity



Closest to hospital



Closest to home

### Crisis houses

Community-based, supportive residential alternatives to hospital admission. Our crisis houses are nurse-led and follow a clinical model.

We deliver these in partnership with NHS crisis teams.

### Safe havens

Drop-in, out-of-hours support for people in mental health crisis, hosted in local venues on the high street.

Our team helps people to manage their emotions, co-create a safety plan, and find support to tackle practical issues affecting their mental health.

### Together in a Crisis

Up to 12 weeks of 1:1 emotional and practical support to address financial, social, housing, and health-related causes of a person's crisis.

We take referrals directly from NHS crisis teams, primary care, and health and social care professionals.

### Distress Brief Intervention

Up to 14 days of daily support for people in distress.

We train community-based first responders including GPs, mental health practitioners, paramedics, police officers and social workers.

They provide an initial response to people in distress and refer them to our intensive practical and emotional follow-up.

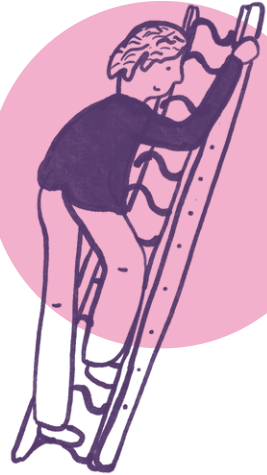
### Telephone support

First response telephone support for people in mental health crisis or distress, who call NHS 111 and press option 2 for mental health.

Our team provides telephone screening to identify a person's needs, before signposting or referring callers to appropriate local services, including the Crisis Team.



## Our impact



**87%**

people in crisis we  
supported increased  
their wellbeing scores  
in 2022-2023

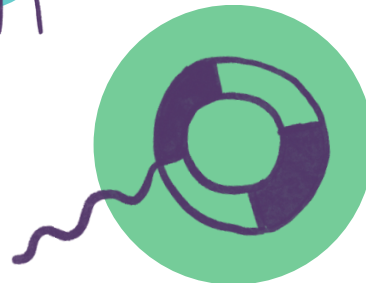
**64,960**

crisis support sessions provided  
in 2022-2023



**2,505**

people supported by  
our crisis services  
in 2022-2023



**+24%**

increase in people  
accessing 'Together  
in a Crisis'  
in 2023

## Everyturn Mental Health

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